

	2018 Date Received	Referred to	# of Business Days to Resolution	General Topic of Complaint	Outcome of Complaint
1	Nov. 23, 2017	Event Services	52	Visitor had her shoe caught in Beanfield Centre escalator and had to leave it behind. She spoke to Security and they were to follow up with her. She never heard back and initiated a formal complaint on Feb. 6, 2018	Reimbursement of damaged shoes.
2	Jan. 24	Event Services	13	Attended the event in Coca-Cola Coliseum & complained about lack of accessibility from the underground parking, signage, distance of walk etc.	MLSE extended tickets for the WWE event on March 23, 2018 and XXXX
3	Feb. 27	Event Services	1	Attended the art show and while visitor enjoyed event, complaint about price of drinks	Extended complimentary tickets to another event at Exhibition Place
4	March 3	Event Services	3	Attended the Antique Show and while visitor enjoyed event, complaint about price of food	Extended complimentary tickets to another event at Exhibition Place
5	March 18	Event Services	3	Complained that pricing on his invoice did not match the displayed pricing on the menu board and was an overcharge in the amount of \$2.44	Extended complimentary tickets to another event at Exhibition Place
6	April 6	CEO	1	Question as to why the Wind Turbine was not working	Wind Turbine owned and managed by Toronto Hydro who was repairing the turbine and it was running by April 9, 2018
7	Feb. 7	Parking Services		Complaint that tried to book one of the Parking lots for the 2018 Toronto Firefighter Memorial through email on Feb 7 th & March 27 th but no reply.	The Toronto Fire Fighters given 75 spaces for this event at no cost in April 2018
8	April 16	Event Services	58	Two people slipped outside Enercare Centre during the Baby Show and complained that steps were icy and not salted	Complainant called on several occasions but no return call from them

9	April 23	CEO	4	Local resident inquired what is happening with the Carillon at Exhibition Place and when it is expected to be functional again.	In 2017 Exhibition Place did a physical assessment of all major structures on site including the Carillon Tower. This initial assessment suggested further technical determinations related to the structure that will be investigated this spring 2018 but until those investigations it could not be played until all structural issues were determined.
10	April 28	Parking	4	Attended a function on site and had considerable difficulty getting into the Grounds. Police were blocking most entrances and had to park at Ontario Place. Suggested posting on Website regarding difficulty getting into the Grounds.	Visitor called by Director of Parking. Timing of soccer event coincided with the attacks on Yonge Street earlier in the week resulting in many plan changes between Security and Police. Police did issue a media release indicating addition road closers, however, this notice was not made available on our website. We will look into improvements to our communications plans in future.
11	May 20	CEO	23	Complaint of lateness in notification of community use dates for BMO Field and no answer to several calls to MLSE directly	MLSE replied that the reason for the delay was condition of the field. With the late spring in Toronto and early start to the professional soccer season at BMO, the Field conditions have been extremely challenging through the Spring, resulting in a full replacement of the pitch. Community hours posted following replacement.
12	July 16	CEO	4	Request for information on length of lease for Horticultural Building and its statuary garden that is blocked by trailers and will this be addressed. Also expressed appreciation for the upkeep of the Rose & Perennial gardens around the fountains and the Vimy oaks	Reply sent that the lease is in place with the Toronto Event Centre in the Horticulture Building until 2024 and that the trailers are actually active within the event space as additional washrooms and food and beverage areas - all vital to the operation of the tenants outside event space.
13	August 2	Event Services	17	Complaint regarding the restriction of access to the tunnel connecting Enercare and Beanfield to the Honda Indy ticket holder in 2018 which had changed from previous years	With opening of Hotel X the Honda Indy had changed from previous years and that they did not need the tunnel to access the south side of the track this year. Honda Indy decided not to use this crossing because

					most people crossed at the track crossing anyway. EP will ensure better communications on pedestrian pathways for Honda Indy in future years.
14	August 4	Event Services	4	The complaint was the music on the day of the Caribbean Carnival Parade was very loud	Complainant called and provided with contact information for the Caribbean Carnival Parade contact.
15	August 26	Event Services	4	Complaint that the woman's washroom in the Horse Palace has 2 accessible stalls and only one was open; with the grab bar on one side & toilet paper on the opposite side. The accessible stall is not an appropriate size for a wheelchair (too small) and is not safe	Complainant called & informed that washrooms at the Horse Palace have not been renovated for some time but we have a renovation budget for AODA and will add this to the list for upgrades. Offered a pair of tickets for the Royal Agricultural Winter Fair.
17	October 2	CEO / Parking Services	2	Concerned about serious safety issue due to the traffic after a CNE event and no traffic control after events on Springhurst	Board report sent to resident about upcoming study of traffic concerns with local councillor after municipal election. Meeting held with resident and Councillor Perks has established a public meeting forum.
18	October 24	Event Services	20	Visitor fell at "Screamers" even when she tripped on a ramp and there was a report made by Screamers and when she called the contact information provided she was told by event that they had not informed their insurance carrier. Subsequently visitor send EP a letter from her lawyer	Exhibition Place staff responded to visitor to indicate that she needed to contact Screamers directly as they are responsible for trip and falls at their event. Exhibition Place also contacted Screamers Show Management office. Lawyer letter received was forward to City insurer to address with Screamers.
19	November 8	Event Services	1	The visitor complained about the Royal Winter Fair not allowing signing for the deaf at its event because it could distract or spook the horses. The complainant is deafblind and needs her intervenor to get information but the RAWF user would not allow this to happen	Visitor called by Exhibition Place and forwarded her concerns directly to the Royal Winter Fair.
20	November 5	Event Services	20	Complainant was upset that IATSE lock out and picket lines were still in place at the Royal Agricultural Winter Fair. He asked what was wrong with Exhibition	Exhibition Place phoned visitor to apologies for delay in response. Also informed visitor that on November 16th, The Board of Governors of Exhibition Place accepted a

				Place and why were we not negotiating.	ratified agreement with IATSE Local 58.
21	November 29	Event Services	12	Visitor to One of a Kind Show had several major accessibility concerns to get to show floor – signage poor, very long walk, no information booths for assistance	Exhibition Place staff called and talked with visitor and several changes made to signage, website, and future planning for accessibility when upgrades are being done on elevations. Offer of tickets to another event at Exhibition Place made so visitor can experience all changes now in place.
22	Dec. 27	Security Services	27	<p>Complainant received a parking ticket for 100 Princes' Blvd although he never parked on this street but in lot 859 and the pay and display machine was not working at the time and the Green P app was also not working so he parked anyway</p> <p>He would like a copy of the tickets given by office #74073 Z03 at 1 pm on December 14th.</p>	Exhibition Place staff call the complainant to explain that 100 Princes' Blvd is the site address for Exhibition Place assigned by the Toronto Police Service Parking Enforcement Unit and is inclusive of parking lot 859. Staff confirmed with Parking Services that the pay and display machine was down on December 14 th , however, the Green P app was functional. The pay and display machine in parking lot 859 has since been repaired. Copies of all tickets were provided to complainant as requested and he can dispute ticket through normal course.